

#4
01-3103

PATENT

IN THE UNITED STATE PATENT AND TRADEMARK OFFICE

In re application of : Cox
For : ADAPTIVE FEEDBACK CONTROL IN eSERVICE
MANAGEMENT
Serial Number : 10/032966
Filing Date : October 26, 2001
Examiner :
Attorney Docket : 08827.0009

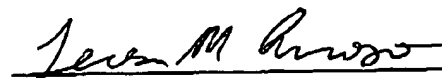
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Honorable Commissioner of
Patents and Trademarks
Washington, DC 20231

Dear Sir:

The undersigned attorney hereby authorizes DIGIPAT, its representatives, Terry Kramer, Jackie Brown, Jon James, Victor Telleria, William Rhodes and Darren Richardson of 2001 Jefferson Davis Highway, Suite 1111, Arlington, Virginia 22202, to inspect and make copies of the file for the above-identified application. Copies of the executed Revocation of Power of Attorney or Authorization of Agent, Power of Attorney or Authorization of Agent, and Statement Under 37 C.F.R. § 3.73(b) for this application are attached.

Respectfully submitted,


Teresa M. Arroyo
Reg. No. 50,015

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Date: January 28, 2003